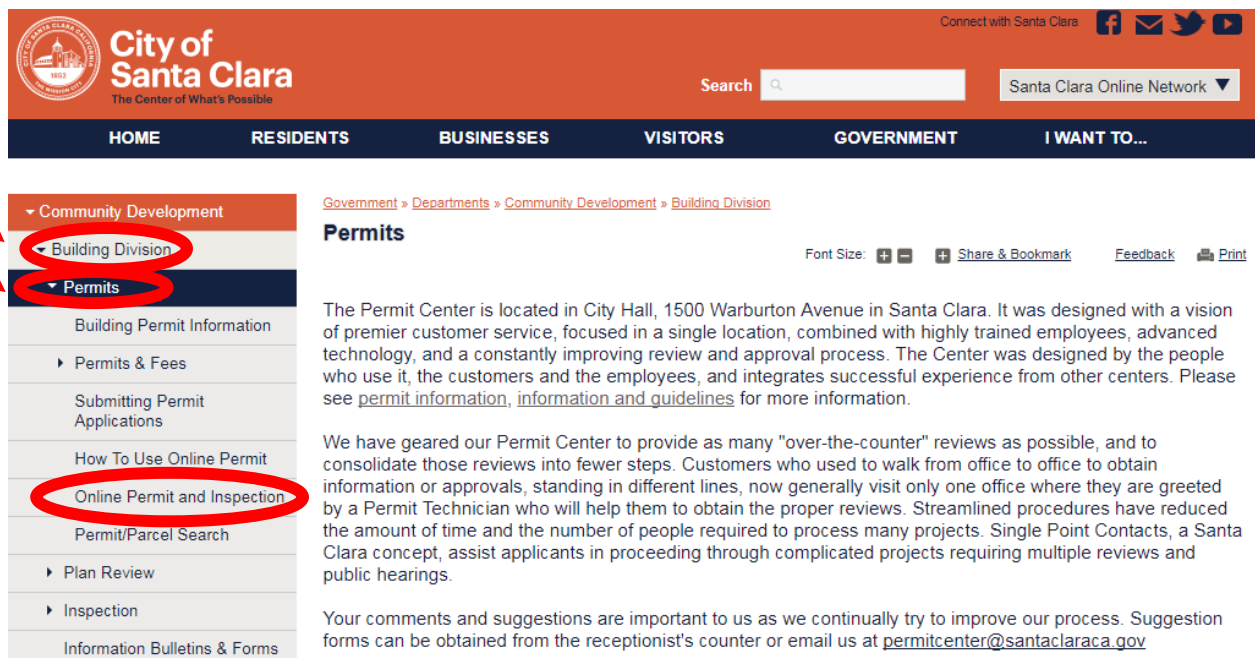
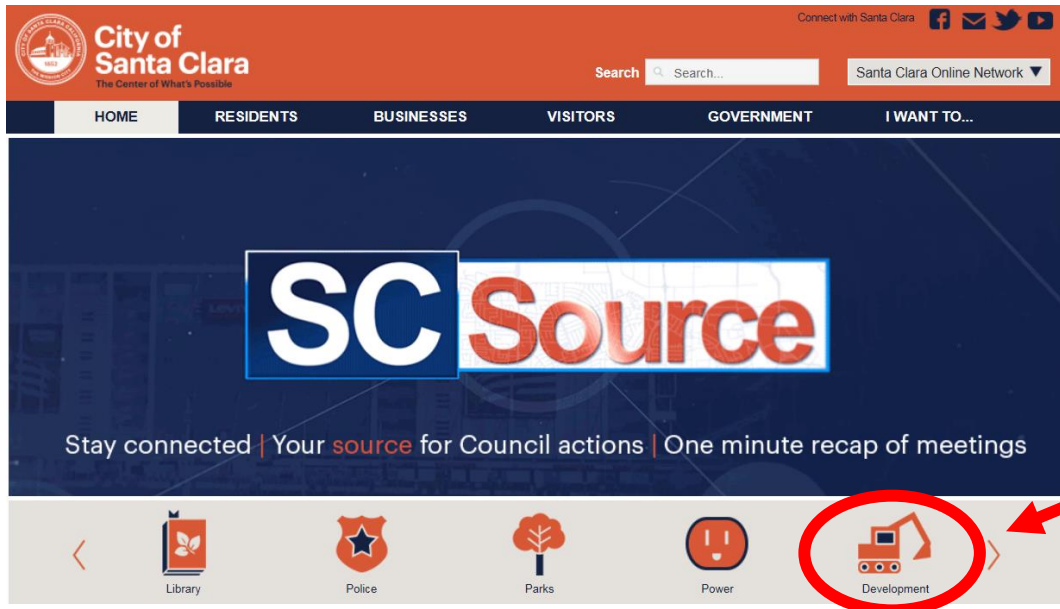


Online Inspection Scheduling

Due to heavy demand, inspections may be scheduled between one day and up to two weeks from the current date. The system will automatically assign your date based on the current demand for inspections. Please start at www.santaclaraca.gov and click on the “Development” icon on the main page. Then click on “Building Division”, followed by “Permits”, and then “Online Permit and Inspection” on the left side. If you have questions, please call 408-615-2440.



GENERAL INFORMATION

Create an online account

In order to use the City of Santa Clara's online building permit services, you first need to create an online account by clicking the "Create an Account" button located on the left side of the screen. All fields with red text are required to be filled in. It should be noted that your new password must contain a minimum of six (6) characters with at least one (1) number or special symbol.

NOTE: If you want to schedule inspections for an active permit which was not applied for online, you need to check the "Request Validation" box.

Your "Login Name" and your "User Name" are the same thing.

After verification of your information, City staff will validate your registration. An email will be sent to you notifying you that you can add any permit to your account which was not applied for online. After adding the permit to your online account, you can schedule inspections for that permit online (instructions following) or by using the automated phone line, 408-614-2400.

#5



City of Santa Clara
The Center of What's Possible

Login Name:
Password:
LOG ME IN
[Forgot User Name](#)
[Forgot Password](#)
Create an Account

ONLINE BUILDING PERMIT

We are excited to offer online services to our customers starting July 27, 2011 and going paperless to help to create a more sustainable environment by saving travel time to the Permit Center, saving paper and cost of printing drawings, and making getting a building permit a much simpler process. The online process is exactly the same process at the Permit Center or by fax. The only difference is that you can apply and receive your permit at home or at your office any time including nights and weekends.

Simply create an online account, have all your required documents for permit application available in electronic format, and have your credit card ready. You are on your way to submit your application wherever you are and any time of the day...

Browser Information
This site is best used with Internet Explorer 7 and above, FireFox 3.5 and above, or Safari 3.2 and above.

Please click the appropriate buttons below to start the online application and permit processes.

Application for Simple Permits Without Design Drawing

Applications with Design Document

Plan Check and Inspection Request Services

An online account is required to view existing applications and permit status, to access plan review comments and redline drawings, and to schedule or cancel inspections. If you do not already have an account, please click on the "Create an Account" button on the left to create an online account.

Note: Only the applicant, with the approved logon account and password, is able to view the plan review comments and redline drawings.

If you have any problems or questions on using this online system, please contact our office at 408-615-2440.

Online Permit Home
Disclaimer
Permit Center
City Home Page
Q & A



Login Name:

Password:

LOG ME IN

Forgot User Name

Forgot Password

Create an Account

Login to access existing applications and permits, manage inspections, access plan review comments, or create additional permits and applications for your account.

Online Permit Home

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Q & A



To create a new account for accessing your permit information online, please enter the following information and press the "Create New Account" button. **RED** are required values.

User Name:
Password: (min. of 6 characters with at least 1 number or special symbol)
Confirm Password:
Company Name:
License No.:
First Name:
Last Name:
Address:
City:
State:
Zip Code:
Primary Phone: (xxx-xxx-xxxx)
Mobile Phone: (xxx-xxx-xxxx)
FAX Phone: (xxx-xxx-xxxx)
Email Address:

Request Validation: ☐ To add existing permits to your account, staff must validate your registration.

Create New Account

Please check "Request Validation" if you want to schedule inspections for active permits which were not applied for online.

In case you have forgotten your login/user name or password, please click on the "Forgot User Name" or "Forgot Password" button located on the left side of the screen to acquire your user name or temporary password.

After logging in to your account, you can update or modify your personal information by clicking the "Update Profile" button located on the left side of the screen. You can also change your password by clicking the "Change Password" button.

Logged in as:

David Tran

Log me Out

Account Home

Application w/Docs

Simple Permit

Inspection Request

Permit Home

Reports

Update Profile

Change Password

Disclaimer

Permit Center

City Home Page

Help Information



To update your account for accessing your permit information online, you can change the following information and press the "Update Account" button. **RED** are required values.

Company Name:
License No.:
First Name:
Last Name:
Address 1:
City:
State:
Zip Code:
Primary Phone: (xxx-xxx-xxxx)
Mobile Phone: (xxx-xxx-xxxx)
FAX Phone: (xxx-xxx-xxxx)
Email Address:

Update Account

SCHEDULING INSPECTIONS

If the permit was applied for online, your active permit will be listed under “Active Permits” in the Inspection Request section. If you do not have an account, please create one first. Once you have received an email validating your registration you will be able to schedule inspections. On the “Active Permits” page, you can click the “Inspections” button on the left side of the permit information line to schedule inspections online. You can also click on the “Inspection Request” button located on the left panel of the “Online Permit Center” page to schedule inspections online.

The screenshot shows the 'Online Permit Center' interface. On the left sidebar, the 'Inspection Request' button is highlighted with a red box. In the main content area, the 'Active Permits' section is visible. Below the 'Active Permits' header, there is a text box explaining the section and a 'NOTE' about updating documents. Below this, there is a form to 'Add Existing Permit to Account' with a 'Permit #' field and an 'Add Existing Permit to Account' button. At the bottom, there is a table of active permits. The 'Inspections' button is highlighted in the first row of the table. A red callout box points to the 'Inspections' button in the table and the 'Inspection Request' button in the sidebar, with the text: 'Click on either of these buttons to schedule an inspection for your active permit.'

Permit #	Status	Unpaid F
BLD2011-22456	Active Permit	\$0.00
BLD2011-22457	Active Permit	\$0.00

After clicking on either of these buttons, the “Inspection Scheduling” page will appear on screen.

- You need to enter “Site Contact” and “Contact Phone”.
- Select “Inspection Category” and “Type of Inspection”. The “Inspection Category” list only has categories that match the type of permit that was issued. Should you wish an inspection that is not listed on the drop down menu, you must change the scope of work for your permit and pay any associated fees. Please call the Permit Center at 408-615-2420 for information about changing the scope of work.
- Select your requested “Inspection Time” – morning or afternoon. This is just a request and will be accommodated if scheduling allows. If two or more inspections for the same project are scheduled on the same day, the inspection time must be the same for all inspections.
- Click “Add Inspection” button to schedule the inspection.
- The inspection just scheduled will be shown in the “Scheduled Inspections” list for the permit.

Logged in as:

David Tran

Log me Out

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Help Information



Inspection Scheduling

[Add / Cancel Inspections](#) [Completed Inspections](#)

button. **RED** are required values.

Inspection request is only available for the next business day, and cut off time is 4 PM. Morning or afternoon inspection request is provided but not guaranteed. Two-hour inspection time window will be available on the date of the scheduled inspection after 9 AM by calling the automated inspection request system at 615-2400.

Occasionally during days with high volume of inspection requests, the cut off time will be moved to an earlier time. Inspection request made after the new cut off time will be scheduled for two business days.

Permit No.:

Permit Address:

Site Contact:

Contact Phone: (xxx-xxx-xxxx)

Inspection Category: [Inspection Code List](#)

Inspection:

Inspection Time:

[Add Inspection](#)

Multiple Inspections can be scheduled for the same permit or different permit. If you would like to schedule for another inspection, please fill in all the required values and click "Add Inspection" button above.

Scheduled Inspections

	Date	Time	Inspection	Permit Number
✖	Jun 22, 2011	Morning	304 WATER HEATER	BLD2011-22494

To cancel a scheduled inspection, click the red "X" in front of the inspection to be cancelled.

NOTE: To cancel an inspection after 7:30 am the day of the inspection, you need to call the Building inspection office at 615-2440 to avoid a re-inspection fee.

[Return to Account Home](#)

Online Permit Center Alert

Your inspection has been scheduled for:

Jun 22, 2011 during the morning.

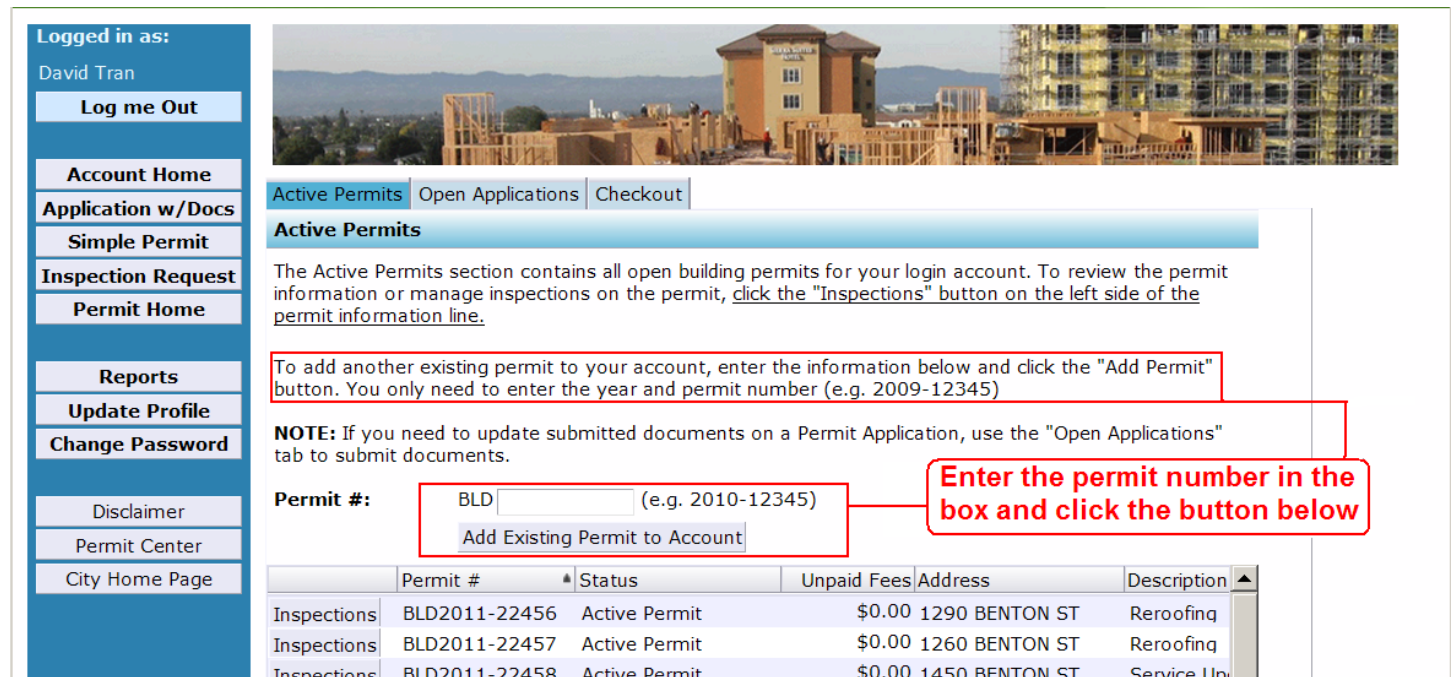
Morning or afternoon inspection request is provided but not guaranteed.

Two-hour inspection time window will be available on the date of the scheduled inspection after 9 AM by calling the automated inspection request system at 408-615-2400.

OK

To schedule inspections for your active permit which was NOT applied for online, you first need to create an online account. It is important that you check the "Request Validation" box located on the last line of the online account information. (See part 1 – "Create an Online Account" above for more info)

After verification of your information, City staff will validate your registration. An email will be sent to you confirming you can add any permit which was not applied for online to your account. After adding the permit to your online account, you can then schedule inspections.



Logged in as:
David Tran
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Active Permits | [Open Applications](#) | [Checkout](#)

Active Permits

The Active Permits section contains all open building permits for your login account. To review the permit information or manage inspections on the permit, [click the "Inspections" button on the left side of the permit information line.](#)

To add another existing permit to your account, enter the information below and click the "Add Permit" button. You only need to enter the year and permit number (e.g. 2009-12345)

NOTE: If you need to update submitted documents on a Permit Application, use the "Open Applications" tab to submit documents.

Permit #: BLD (e.g. 2010-12345)
[Add Existing Permit to Account](#)

Enter the permit number in the box and click the button below

	Permit #	Status	Unpaid Fees	Address	Description
Inspections	BLD2011-22456	Active Permit	\$0.00	1290 BENTON ST	Reroofing
Inspections	BLD2011-22457	Active Permit	\$0.00	1260 BENTON ST	Reroofing
Inspections	BLD2011-22458	Active Permit	\$0.00	1450 BENTON ST	Service Un

NOTE: All inspections are scheduled for the next business day until the inspection capacity is reached OR until 4:00 p.m., whichever comes first. In order to insure you receive your inspection on the next day, please schedule the inspection early on the day before the inspection. For example, if you call at 4:01 p.m. on a Wednesday, your inspection will be scheduled for Friday.

Morning or afternoon inspection times can be requested but they are not guaranteed due to inspectors' workloads.

Please call the automated phone line at 408-615-2400 between 8:45-9:00 a.m. on the day of the inspection to hear your two hour time window. Have your permit number ready before calling.